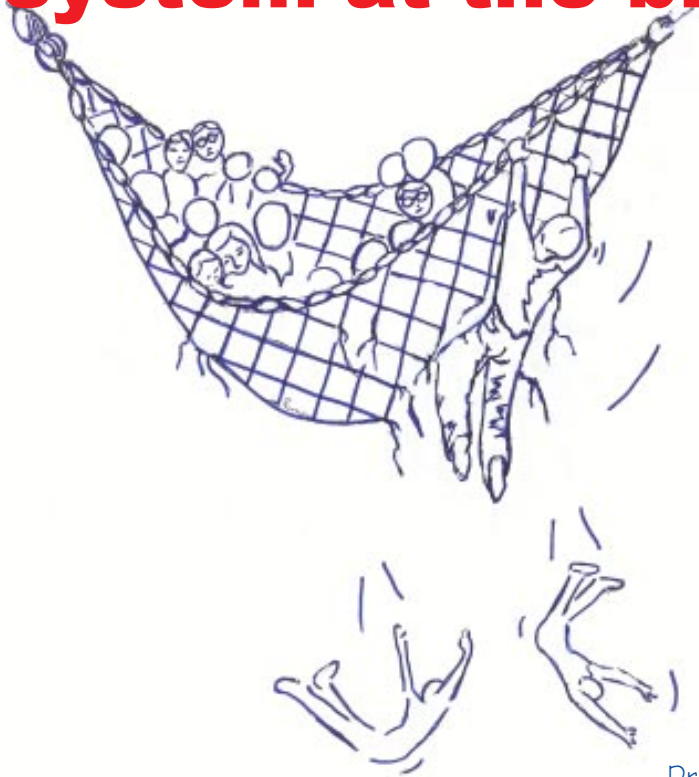


Norfolk Community Services Board

a system at the breaking point



Drawing by Pawnee Brady

Virginia's safety net
can no longer protect all
of the people it was designed to help

2002 Annual Report

They are on our streets, in our stores, living in our households.

Who are they?

They are our neighbors, our co-workers, our families, our friends. They are the infants and children, men and women in Norfolk who need treatment each year for mental illness, mental retardation, or substance addiction.

Every year thousands of Norfolk residents come to us for help. In some instances, that means giving parents the tools they need to raise healthy, well-adjusted children. For others, it means working with infants who are developmentally delayed to help them catch up with other kids their age or reach their highest level of achievement. Many people come to us with lifelong problems of serious mental illness or mental retardation.

For some of these residents, life has been so difficult that they have given up hope of having a fulfilling life. Yet, time and again we have seen that with proper medication, therapy and support, many of these same people go on to develop productive lives filled with greater joy than they ever dreamed possible.

For some of our clients, the education, camaraderie, and friendship found in meaningful daytime activities have overcome years of isolation and loneliness. Job training, employment opportunities, and volunteer activities are just the things others need to add meaning to their lives. Sometimes, what is needed is hands-on

training with daily activities such as using public transportation or buying groceries and preparing meals.

Some of our most astonishing successes have come from those residents who thought they were beyond help and hope because of alcohol or drug addiction, but who nevertheless found the inner strength to turn their lives around. When these residents become full-fledged, contributing members of society, they take many others with them—their children and spouses, family and friends also enjoy recovered security, love, and promise for the future.

We present this report to you so that you may share in our successes and the triumphs of the people we serve. We are dazzled every day by the courage and perseverance they show. We want to thank you for your help in the past and ask for your help and support as we continue to serve Norfolk residents and our community.

As we face the future, it is with great concern for those residents of Norfolk who will not receive the help they need this year. Due to severe state funding reductions, many of our services have been curtailed or discontinued completely. These cuts involve essential services to people who lack the financial resources to go elsewhere for help when we cannot provide it. Our system of care is stretched to the breaking point, and we must look to you and to Norfolk's elected officials and our state representatives to help us give a hand up to those most in need of care.

Board Members



Seated are George W. Pratt, Ed.D., Executive Director; Carl W. Clark, Jr., Board Chair; H. McDonald Rimple, M.D.; Thomas S. Weaver, Vice Chair; Russell Dougherty Evett, M.D.; and Arthur S. Kaplan, M.D., Secretary.

Standing are Roger L. Frost, Treasurer; Timothy A. Coyle; Robert H. Armstrong; Muriel Perry; Martha C. Smith; Linda Horsey, Ed.D.; Paul M. Lipkin; and John J. O'Keefe, III.

Not pictured is Ruth Graves Jarvis.

Norfolk Community Services Board Members are appointed by City Council.

Mental Health

Almost every one I ever knew abused me in one way or another, and I never understood why. The one exception was my Mother. I always knew that she loved me. She always had a place for me in her home and in her heart. I suffered from severe depression and, like so many others, medicated myself with alcohol to block out the pain.

My Mother died eleven years ago, and my depression got even worse. So did my drinking—that's when I became a hopeless alcoholic. It is hard to explain to "civilians" what causes a person to become a hopeless alcoholic, so hopeless that you give up on yourself. No one cares about you, and you finally stop caring about yourself.

I worked hard most of my life, never took a cent from the state, and always managed to support myself in some fashion. Eventually,

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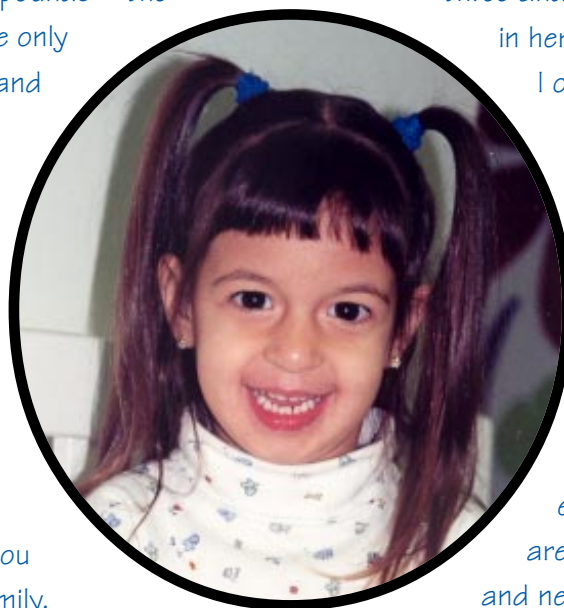


Mental Retardation

At 24 months, my daughter Victoria weighed only 18 pounds—the same as at 9 months, 12 months, and 18 months. The only thing she would eat was cold cereal. She had violent and uncontrollable temper tantrums, but was otherwise distant, barely speaking a word. After many tests and evaluations, she was diagnosed with sensory integration dysfunction, oral aversion, and delayed speech. We were referred for various kinds of therapy, but all of it failed. We were at a loss as to what to do next.

One day, while waiting to see Tori's neurologist, a lady handed me a brochure about the Norfolk CSB Infant Development Program (IDP) and said, "I think you need this." That day proved to be a miracle for my family.

At 27 months of age, Victoria began therapy arranged by IDP through Tidewater Therapy for Children. Over the next ten months she became a different child. Her fine and gross motor skills are now above her age level. She stacks blocks, identifies colors and shapes and most numbers and letters. She loves arts and crafts and is getting better by the day with safety scissors. Her language skills are right on track, too—she went from knowing about 20 words to regularly speaking in



three and four word sentences. She is now "one of the gang" in her classroom instead of just watching from the side.

I can hardly believe that she has eaten bites of fruit, apple sauce, green beans and corn. She rides a bike, loves to dance and play dress-up, and is happy to be the center of attention. She has always loved books, and now she tries to "read" to us! In her own words, she is a "big girl" now. Best of all, Tori now readily seeks and gives hugs and kisses.

Tori was recently transferred out of special education into a regular preschool classroom. We are delighted with our daughter's amazing progress and new-found skills, and are in awe of the IDP staff and their commitment to helping the whole family. They genuinely care about our precious children placed in their care and are committed to seeing them succeed.

A million thank-you's would not be enough to express our deep appreciation for the blessings Cheryl Burton and the Infant Development Program have given our family.

—Cheryl Burton is Tori's Care Coordinator

though, depression and alcohol left me with absolutely nothing—no job, no money, no family that wanted to be around me, just a few changes of clothes. I was homeless. I lived from moment to moment, staying with friends who would buy me food or give me a place to sleep. Any money I managed to get hold of I spent on alcohol. Finally, I lost my health. I knew alcohol was killing me, but I still could not stop drinking.

Then one day Maclovía Butler of Norfolk Community Services Board walked into my life. For three years she repeatedly tracked me down wherever I was staying and tried to help me. I wanted help, too. Somewhere deep inside I desperately wanted something good to happen to me. I think Maclovía saw that flickering spark in me, but I was too scared to take a chance. I had given up on life, but Maclovía never gave up on me.

Just about a year ago she found me in worse shape than ever. She reached out her hand to me and said, “Linda, come with me, let me help you,” and that time I did. She got others to help, too. I have major depression and Sentara provides the Prozac that helps me cope with that. I receive medical care through Sentara Ambulatory Care. In the beginning, Sentara paid for the drug Antabuse, which

helped me give up alcohol. I am proud to say that I no longer need that medication. I go to group therapy twice a week, thanks to Anna Cherry of the Urban League.

The Urban League was also kind enough to pay a deposit for me with the electric company. You see, today, for the first time in eleven years, I have a place to call home. Norfolk CSB was awarded a Federal housing grant called “Shelter Plus Care,” and Maclovía helped me with all the paperwork and helped me find a decent place to live. Another Norfolk CSB staff member helped me get some donated furniture. Mrs. Key at Social Services helped me get food stamps.

Each day I thank God for my life, for Maclovía and Norfolk CSB, and for all of the people they brought together to help me. To some people, my life might not seem very rich, but it is heaven to me.

I would like to tell people who are struggling mental illness and alcohol to get the help you need, take Antabuse if you need it because I promise that you will not drink while taking it, and remember that although we may fall down, we can get up and try again. We just can’t do it alone.

—Maclovía Butler is Linda’s Care Coordinator

when I felt discouraged, scared and angry, but now that I am not numbed by drugs and alcohol I have learned how to work through those feelings. Now I can spare my children the terrible legacy of their Mom dying from a drug overdose.

I graduated from the Day Treatment Program on December 7, 2001, with 100% attendance and no failed drug screens. I also took parenting and other classes to prepare for my new life. The staff at

Day Treatment helped me get visitation rights to see my girls, and I have traveled to New York faithfully every month to be with them.

For the past year I have received aftercare support and have been working on three major goals. My first goal was to remain clean and sober, and I have been able to do that. I also wanted to find a decent place to live and a job. Through Norfolk CSB’s Shelter Plus Care housing program, I have found a little three bedroom house that I think is beautiful. It even has a back yard that will be a perfect place for my children to play. I work hard every day towards my goal of getting a job. My third goal is to regain custody of my three girls.

They joined me in Virginia for two weeks over the Christmas holiday, and I hope this will be a first step on the road to regaining custody of them.

I could not have recovered my life without the help of God, my family, and the staff at Norfolk CSB. If you think your addiction is hopeless, it is not. You can get help here, and you will be able to build a life that is sweeter than anything you ever dreamed possible.

—Seneca Bock and Diana Tucker have been Madlyn’s Care Coordinators

Substance Abuse

Drug addicts die every day on the streets of New York , and I could have been one of them. After 16 years of doing everything imaginable to pay for drugs, I was afraid I would die that way. I had already lost everything that ever meant anything to me to crack cocaine, including my kids. Finally, I felt so crushingly alone that I could not stand it any longer. I knew I had to do something different with my life, and I called my sister in Virginia to ask if she would help me.

My sister Yvette and her husband Randy took me in. I dedicated myself to recovery through Norfolk Community Services Board’s Day Treatment Program for Women, where I learned a lot about addiction and even more about myself. Staff there believed in me and helped me learn to believe in myself. With the knowledge and strength that I have found during the past eighteen months, I know I can make a good life for myself and my children.

Don’t misunderstand. This belief in myself and hope for the future did not come easily. For a long time, it was a battle every day to do the things I needed to do to stay clean and sober. Problems came up that threatened to undo all of the progress I had made. There were times



The road before us . . .

It seems that every time we open our newspapers or turn on our television sets these days we hear more bad news about the economy. Certainly, Virginia’s economic picture is the worst it has been in over four decades, and many of us have suffered economic losses during the past two years.

Most of the people served by Norfolk CSB lack the financial resources to go elsewhere for help if we cannot provide it. State budget cuts have already pushed our system of care to the breaking point for people with mental illness, mental retardation or substance addiction.

Due to these budget cuts, we have already begun rationing care by putting people on waiting lists for months at a time—or by not being able to treat them at all. Imagine calling your physician because you have a problem breathing and being told that you cannot have an appointment for three months or more—or that care is no longer available for your illness! Think of what would happen to your health. Yet, that is what we must do every day.

As the General Assembly meets to make important financial decisions for Virginians, we ask for your support for the work we do. For information on how you can help during this time of need, please contact Dr. George W. Pratt, Executive Director, at 441.5300, or george.pratt@norfolk.gov.

Highlights of the year

- Norfolk CSB won the largest housing award of its kind in Virginia—a \$1,281,360 five-year Shelter Plus Care Grant. The lack of affordable housing has been a serious problem of long standing for our clients. This grant provides long-term housing for 49 homeless people with mental illness, mental retardation, substance abuse, and HIV or AIDS. The housing is located in existing apartment complexes throughout the City. This funding not only assists persons with disabilities, but also contributes to the City’s tax base. The grant was awarded by the United States Department of Housing and Urban Development (HUD).
- A \$328,988 Section 8 Housing Grant was awarded by HUD to Norfolk Redevelopment and Housing Authority in partnership with Norfolk CSB, the Department of Rehabilitative Services, and the Endependence Center. The grant provides 75 Section 8 housing vouchers for rental assistance for individuals with mental illness, mental retardation, substance abuse, HIV or AIDS, and physical disabilities. These individuals, the apartment property owners involved, and the City of Norfolk all benefit from this grant, which is renewable annually.
- Thirty Drug Court participants graduated from the program last year and have completely turned their lives around. They have cast off the twin shackles of addiction and unemployment to become hard-working, taxpaying members of the community. For many of these graduates, it has meant overcoming decades-old addictions and working to repair family relationships severely damaged by years of abuse.

The cost of the Drug Court program is just 10% of the cost of incarceration, and sixty-seven percent of Drug Court participants remain drug-free following completion of the program. State funding for all Drug Courts has been eliminated from Virginia’s budget. It is hoped that Federal funding will allow this valuable program to continue.

- Strengthening Families. Nurturing is the bedrock of parent and child relationships, helping children grow into healthy, productive adults. This program teaches parents of children two to five years old how to develop those positive relationships. 125 families participated in this uniquely successful 12-week program.
- 913 residents received mental health counseling through our Adult and Family Services program. For people suffering from severe depression, struggling to cope with family problems, or dealing with the aftermath of some of life’s saddest or most damaging experiences, we were able to offer counseling to see them through these dark times and help restore them to good mental health. We were forced to close this program in June due to state budget cuts.
- Seventy-eight toddlers graduated from our Infant Development program. This program, for infants three years of age and under, gives developmentally delayed children the various therapies they need as they try to catch up with other children their age.
- Increased by 33% the number of individuals enrolled in our Mental Health Program of Assertive Community Treatment (PACT), which enabled 137 seriously mentally ill adults to live in the community with fewer and shorter psychiatric rehospitalizations. 124 of these individuals entered PACT directly from psychiatric hospitals. The number of clients from Norfolk at Eastern State Hospital has been reduced by 78% since the inauguration of this program.

Individuals served

Mental Health Services	3,539
Mental Retardation Services	872
Substance Abuse Services	4,147
Total Individuals Served	8,558
Prevention and Youth Activities	16,967
Grand Total of All Individuals Served	25,525

Financial review

Revenue by Resource Partners	
State	\$ 8,568,653
Federal	\$ 2,911,832
Fees	\$ 3,491,829
City of Norfolk	\$ 1,827,450
Other Revenues	\$ 447,758
Expenditures by Category	
Mental Health	\$ 6,803,997
Mental Retardation	\$ *2,016,189
Substance Abuse	\$ 5,111,262
Administration	\$ 2,764,404

Fiscal Year 2002 Operating Revenues: \$17,247,522

*Does not include Medicaid Waiver Fees of \$6,025,504

The financial audit of Norfolk Community Services Board was conducted for the year ended June 30, 2002, by Cherry, Bekaert & Holland. Their Audit Report disclosed no reportable conditions or noncompliance.